



OIT Customer Service Newsletter

Spring 2005

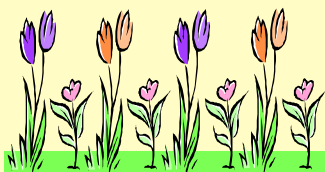
Office of Information Technology, Executive Office, Office of the Director, NIH

"The number one benefit of information technology is that it empowers people to do what they want to do. It lets people be creative. It lets people be productive. It lets people learn things they didn't think they could learn before, and so in a sense it is all about potential."

Steve Ballmer CEO, Microsoft Corporation

A Word from the OIT Director, CIO-OD

In the halls and at recent meetings, a number of people have asked if Spring will ever arrive. Spring must be here, as the Spring 2005 edition of the OIT Newsletter is being provided to you. One of the questions that the OIT Team Leaders and I are asking,



What is the best way to communicate with you, our OD and NCMHD customers for whom we provide IT service and support?

We have used email, but some tell us that they never read messages from OIT News. Others have said that they do not read the quarterly newsletter. In the electronic age, it seems to be inefficient to provide hardcopy communications to 2,000 persons. However, in 2003, we published our OD Computing Guide. If you have suggestions or ideas concerning how OIT can communicate effectively, please let me know at

<mailto:Wisznead@mail.nih.gov>

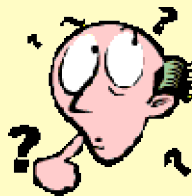
David Wiszneuckas

What's New in OD?

OHR News



Who are my HR Contacts?



Since the consolidation of Human Resources (HR) offices at NIH, you may not know whom you should contact for questions about your benefits, pay, retirement, or other HR questions. **There is no reason to be confused any longer!** The Office of Human Resources (OHR) has created a **Who Are My HR Contacts** "portlet" for the NIH Portal.

As an NIH employee, you can select your IC and division to get a list of the HR Specialists and Assistants who service your organization.

This "portlet" is prominently featured on the Human Resources Community at

<http://hr.od.nih.gov/hrcommunity.htm>

Also, you can access other web-enabled self-service HR systems and documents, and information on HR topics, such as:

- ü Who Are My HR Contacts?
- ü e-HR
- ü Benefits Quick Links
- ü HHS Careers (QuickHire)
- ü HRIBS
- ü FEGLI Calculator
- ü myPay
- ü e-OPF,
- ü USA Jobs

And, personalize your myPage with any of these “portlets”.

Erin Hooley, HR Specialist, Strategic Programs Division, OHR

What's New in OIT?

Desktop News

Exciting News!! 

OIT rolls out Windows XP Service Pack 2

OIT is now ready to install Windows XP-Service Pack 2 (SP2). It has been successfully packaged and tested on OIT system workstations. Fixes and enhancements available in the last year are now provided in the new SP2.

SP2 installation will begin in groups of 20, 30, 60, etc., until all OD and NCMHD workstations are patched. The installation will require a two-step process.

STEP ONE

Note: You were sent an email on Friday, March 25, informing you of SP2's availability and coming release. For those of you wishing to be an early adopter of the SP2 software (March 30th through April 15), please contact the NIH IT Help Desk, and indicate your interests by requesting a service ticket. If you prefer to wait for your scheduled OIT installation date, no action is required at this time.

STEP TWO

Following the early adopter period, i.e., beginning April 15th through May 15th, the SP2 software will be automatically-installed when you restart your computer.

This will maintain a common platform on all OIT-rollout workstations.



Windows XP SP2 Schedule

Below is the tentative schedule for the early adoption and required installation of Windows XP SP2.

Required installation is the date set for the automated installation of the software to the desktop. Users who used the early adopter period will be unaffected. Those who choose not to be early adopters will have Windows XP SP2 installed through the network.

Department/ Unit	Early Adopter	Required Installation
IT & early adopters	3/30 - 4/15	4/15
VIP's	4/15 - 4 /30	4/30
Users	4/15 - 5/15	5/15

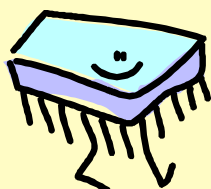
If you have any further questions regarding the service package, OIT has created a FAQ Sheet at

http://oit.od.nih.gov/pubs/XPSP2_FAQs.pdf

NetOps News



Spring is Here!



What are we to celebrate? We clean! We thought this would be a great opportunity to encourage everyone to go through all those virtual cobwebs in your computer files, and de-clutter your email and your home directories.

Click here for our reference on keeping your mailbox clean

<http://oit.od.nih.gov/pubs/ReduceMailboxSize.pdf>

Look here for a list of what to keep, and what to delete from your home directory based on our document entitled

OD Policy on Appropriate Home Directory Use

<http://oit.od.nih.gov/showpage.aspx?pageid=58>

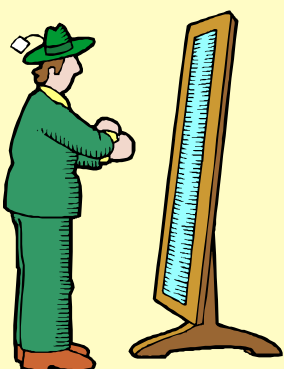
If you have any questions or need assistance, contact the NIH IT Help Desk.



Security News



ARE You, You?



Identity theft is one of the world's fastest growing crimes. The US Federal Trade Commission estimates that 9.9 million Americans were a victim of identity theft last year with over 5 billion dollars in losses. This rapid increase in identity theft is being driven by several different types of crimes. In some of these cases, an individual's identity is stolen by obtaining physical documents and using the associated information to create a false duplicate identity. In other cases, an identity thief attempts to steal online identification information for accessing the victim's online accounts, such as their bank account. Phishing is a well-known practice of gaining personal information from people by spoofing email or fraudulent web sites. They are designed to fool recipients into divulging their user names and passwords, which then can be used to access personal accounts.

What Can I Do?

- ü Don't divulge personal information to people that you don't know.
- ü Shred personal information when discarding.
- ü Create hard-to-guess passwords.
- ü Don't give your password out to anyone.
- ü Type the URL yourself when linking to a site that requires personal information versus clicking on the suggested link.
- ü Check your credit report, at least, annually.



Free credit reports will be available in our area this September. Check with the Federal Trade Commission on availability and other important information at

<http://www.ftc.gov/bcp/online/pubs/credit/freereports.htm>

Web and Development News



Coming Soon!

2 new OIT Newsletters contributors

Everyone should find something new and exciting in each OIT Newsletter because of our new column:

Tucker's Tech Tips. Melvin Tucker, our Web and Development Team Lead will help you stay up-to-date with new and exciting tech tips and tricks related to web pages and web page development. These articles will be geared toward the novice and inexperienced developers as well as the day-to-day web users.



Can't keep up with the pace of the internet? Well, Mark Perry, our Web and Development Team Senior Developer is here to help. In his new column, **News Of The Web**, Mark will point out some of the latest news and gossip from the World Wide Web -

- ü What's the next big thing from Google?
- ü Will Bill Gates ever get a cool haircut?

If it's WWW news, you'll read all about it in **News of the Web**.

Tips and Tricks



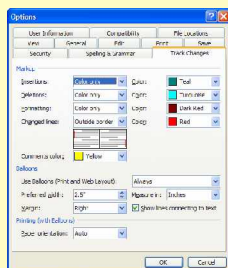
BEWARE Track Changes

is ON BY DEFAULT in Word 2003



Some of our customers are having difficulty with Word 2003 and the new Microsoft feature that has the **TRACK CHANGES** option **ON BY DEFAULT**. All you need to do to eliminate these imbedded comments and notes is to

- ü Right-click on the **CHANGE**
- ü Either **ACCEPT** or **REJECT** the changes
- ü Delete all comments, and
- ü Save the document.



Has this ever happened to you?

You receive a document in an e-mail message from your colleague. It would make a good starting point for a document that you want to work on, so you save it under a new name and tailor it to your needs. It never occurs to you that your colleague left comments in the original document, because you don't see them in your copy. You're now ready to pass the document along to your customers, but you want to send them your document, not an accumulation of the original document, your colleague's comments, and your updates.

An OIT "White Paper" on this subject is available at

http://oit.od.nih.gov/pubs/Whitepapers/OITWhitePaper_TrackChanges.pdf

The full article from Microsoft is available at

<http://office.microsoft.com/en-us/assistance/HA010983881033.aspx>



MS Outlook 2003 Tip Sheets



OIT recently updated our tip sheets. You will find the new tips sheets at

<http://oit.od.nih.gov/showpage.aspx?Pageid=43#12>

Print and then fold. You will then have a nifty reference for Outlook 2003.



Reading attachments on the newer version Blackberry?

Unfortunately, sending an email to text@nih.gov has been discontinued. Most users now have newer Blackberry models that allow you to convert or read an attachment.

ü open the email with the attachment


ü push in the track wheel to get the drop-down menu, and







ü Scroll down and select open attachment.



How are We Doing?

Listed below are our performance measures from the Customer Satisfaction Survey.

If our performance falls below , an explanation of the steps being taken to improve will be provided.

CRM Support		Desktop Support	
Network Support		Web/Application Support	
	Available when I need it and/or exceeded service level agreement for call resolution		
	Not available when I need it and/or did not meet service level agreement		

Important Links

NIH IT Help Desk

Call (301) 594-3278
mailto:ITHelpDesk@nih.gov
<http://support.cit.nih.gov>

OIT Customer Support Points of Contact, and Levels of Escalation

David Wyszneuckas CIO-OD, Director, OIT mailto:wysznead@mail.nih.gov	William Kibby CTO, Deputy Director, OIT mailto:kibbyw@mail.nih.gov
Angela Murphy IT Policy/ITS Budget mailto:murphya@mail.nih.gov	Sue O'Boyle CRM Team Lead mailto:oboyles@mail.nih.gov
Marcelo Coelho Desktop Team Lead mailto:coelhoma@mail.nih.gov	Antoine Jones ISSO, Security Team Lead mailto:jonesa@mail.nih.gov
Minh Chau Network Team Lead mailto:chauma@mail.nih.gov	Melvin Tucker Web and Development Team Lead mailto:tuckerm@mail.nih.gov

Important Dates

- ü **April 13** The last day NIH employees will have access to Employee Express.
- ü **April 16** OIT Maintenance Weekend
- ü **April 17 – April 24** Employees should receive a new PIN number for the myPay system that will replace Employee Express. The letter containing the PIN number will be mailed to your home address of record in an envelope marked Defense Finance and Accounting Service. To view a sample of the letter that you will receive, go to
<http://hr.od.nih.gov/dfas%2Dmypay/SamplePINLetter.pdf>
- ü **April 26** Employees can start to access myPay at
<https://mypay.dfas.mil/mypay.aspx>
- ü **May 21** OIT Maintenance Weekend
- ü **June 18** OIT Maintenance Weekend
- ü **June 21** Summer 2005 Newsletter